

**DUTY STATEMENT**

DS 3022 (10/2021)

**DATA ANALYTICS & STRATEGY  
OFFICE OF QUALITY ASSURANCE & RISK MANAGEMENT**

**DUTY STATEMENT**

**JOB TITLE:** Staff Services Manager III

**POSITION #:** 472-540-4802-912

**POSITION DESCRIPTION:** This position receives direction from the Chief of the Office of Quality Assurance and Risk Management (OQARM). This position provides management of the OQARM's programs, through subordinate supervisors. The position will oversee the work necessary to advance statewide efforts related to quality of services and risk reduction across the statewide system of services for people with intellectual and developmental disabilities.

**SUPERVISION EXERCISED:** Supervises multiple excluded and rank and file staff.

**SUPERVISION RECEIVED:** Reports to and receives direction from the Branch Chief for the OQARM.

**EXAMPLES OF DUTIES:**

Essential Job Functions:

- 20% Provides leadership and coordinates full management and supervision of quality assurance and risk management functions for these statewide programs. Provides a high level of policy and administrative expertise in statewide quality assurance and risk management programs, including those with cross-sectional impact on individuals served in both the state-operated and community systems.
- 20% Directs and manages Staff Services Managers in designing and managing innovative, complex, and large-scale risk management and quality assurance projects and priorities. Supervises Staff Services Managers (SSMs) on critical and sensitive quality assurance and risk management projects in support of the Department's primary mission. Supports and mentors employees to foster a cohesive team. Review staff recommendations to address issues and concerns in areas such as special incident reports and risk mitigation activities. Refresh and expand quality improvement metrics, data collection and visualizations, and dashboard reporting system(s).
- 15% Integrates Department priorities and initiatives into priorities of OQARM to improve outcomes and reduce critical incidents that jeopardize the health and safety of individuals. Ensures that the Department responds timely and accurately to legislative mandates regarding data reporting that falls within the Section's responsibilities.
- 15% Provides a high level expertise to Division Branch Chief and Executive Management in reaching organization goals and building knowledge about program and consumer outcomes, including responsibility for policy and program evaluation and recommendations. Participates in policy meetings and system initiatives including the Disability Services Taskforce and Safety Net workgroups. Provide policy and practice recommendations to management related to quality improvement and risk mitigation.

- 15% Providers oversight and ensures seamless coordination of quality improvement and risk management projects and contracts, including those in collaboration with other DDS divisions and outside entities and contractors. Directs project development, oversight, analysis, and implementation for purposes of quality improvement and risk management and improved performance outcomes.
- 10% Works closely and collaboratively with DDS' Office of Community Operations, State Operated Division, Information Technology, Estimates, Budgets, and other DDS divisions and state departments to information-gathering to enhance understanding of programs, client outcomes and budget impacts and to create innovative and accurate displays of data. Approves the design of the data collection, reporting and visualization tools used to monitor progress of priorities.

**Marginal Job Functions:**

- 5% Performs other duties as appropriate.

**WORKING CONDITIONS:** Work is performed in an office or by telework. Manage tight timelines and multiple priorities. Sitting for extended periods of time while using a personal computer or reviewing documents and working papers.

**DESIRABLE QUALIFICATIONS:**

Knowledge of: The Lanterman Act and resulting service delivery system including regional center system, developmental disabilities, Safety Net, and services offered by State Operated Division. Principles of quality improvement and risk management. Processes and protocols of California state government, including state employee personnel practices and contracting with outside entities.

Ability to: Supervise, lead and train subordinate managerial staff. Develop and maintain cooperative relationships with other divisions and outside entities. Cultivate a culture of continual learning and improvement. Communicate effectively with individuals and groups, verbally and in writing. Work effectively with management, professional, technical and support personnel. Establish and maintain appropriate priorities for a team and meet deadlines. Analyze situations and data accurately and take effective action. Speak and write effectively. Exercise tact, diplomacy, and patience.

**CERTIFICATION OR LICENSE:** None.